

The PURPOSE of a Payment Arrangement (PA) is a short term payment option for households that are having a temporary crisis; PAs provide several months to pay off overdue utility bills in equal installments.										
	Target Population	Eligibility	Length of Term	Number of PA's Allowed	Down Payment	\$ Amount Threshold	Deposit on PA	PA Disqualification	Current AE Program Exists	
Austin Energy Regular Policy	All Residential	All Residential	Up to 8 months (CSR) Up to 12 months (Supervisors) Up to 36 months (Customer Assistance Team)	Unlimited-as long as the account is brought to 0 balance before the account becomes eligible again	Yes - 50% down exceptions approved by Supervisors	None	NO	Meter Tampering Previous PA Broken Disconnection for Non-Payment Field Activity Scheduled for Non-Payment Returned Payment on Account	1-Discount Program 2-Emergency Assistance	
Council Mandated Current Policy	Low Income Regular Residential Critically Ill Elderly Households w/ young children	Low Income Regular Residential Critically Ill Elderly Households w/ young children	24 months regular residential \$48 maximum for discount participants (any length of term possible)	3 Payment Arrangements 4th Payment Arrangement for any customer identifying a "Bona Fide" Reason *	NO	None	Not Determined	Not Determined	1-Discount Program 2-Emergency Assistance	
Advocacy Group Recommends	General	All Residential	Up to 24 months, if needed (CSR) Up to 36 months (Supervisors) TBD (Customer Assistance Team)	Unlimited-as long as the account is brought to 0 balance before the account becomes eligible again	Yes -Down payment equal to first month instalment	None	No application of deposit to PA		1-Discount Program 2-Emergency Assistance 3-Education 4-Weatherization 5-New Collections Template (in progress)	
Advocacy Group Recommends	Low Income Critically Ill Elderly Households w/ young children	CAP Customers	As defined by a monthly payment not to exceed 5% of U.S. Dept of HHS monthly poverty guideline for single person household	Unlimited-as long as the account is brought to 0 balance before the account becomes eligible again. Those with broken arrangements can have 3 Payment Arrangements/4th with "Bona Fide" Reason*	NO	None	No application of deposit to PA		1-Discount Program 2-Emergency Assistance 3-Education 4-Weatherization	

*Bona Fide Reasons= serious illness or injury by account holder or household member; loss of employment; economic loss due to natural disaster; domestic violence against the customer; a commitment by an independent program to assist customer with payment